

Responding to Strong Emotion

NURSE

Name the emotion: "You seem worried."

Understand: "Anyone would feel angry in that situation." OR reframe, "It seems that what is worrying you the most is your concern about what will happen to your son?"

Respect: "I'm impressed that you have been able to do what you need to do for your illness, and at the same time you have been able to take care of your family. That is, indeed, impressive."

Support: "It is my job to make sure you come through this surgery." Together, you and I will make sure you get what you need to get the best recovery."

Empathize: "This is not an easy thing you are going through."

PEARLS

Partner: "You and I will be in this together."

Empathize:

Apologize: "I'm sorry that you got a pneumothorax" (This is an "empathic" apology) OR "I'm sorry that I caused that pneumothorax." (This is a "true" apology)

Respect:

Listen: Listen to the patient. Get their perspective.

Support:

Griev_ing

G - Gather family; ensure all present

R - resources in place (minister, family, friends)

I - identify yourself, the deceased by name, what the family knows

E - educate briefly about events and status

V - verify death - use the word!

_ - Give space to absorb

I - inquire for questions - and answer

N - nuts and bolts; organ donation, funeral, belongings. Offer to let family view the body

G - Give card and access information